Project Documentation

Support Token Management System

Project Description: A "Support Token Management System", also known as queue management system, is a software to manage crowd / queues efficiently by issuing tokens in customer-facing businesses and departments. It reduces wait times for customers and makes service smooth.

A software company provides different types of software services to it's customers. So keep tracking of customer services is very essential for a company. "Support Token Management System" plays a vital role in this situation. Using this software, authorized users can add token regarding software related issue. Then support team will work to fix that issue. User can also prioritize their issues for quick fixation. After solving the issue software team can mark that token as done.

Modules: I've divided the whole software mainly in 4 modules.
> 1. Login module
> 2. Service module
> 3. Token module
> 4. User module

1. Login module: This module will handle login system. Unauthorized users can not access the software.

2. Service module: This module will handle the services a company provides. Admin can add new services , Edit existing services, disable a service.

3. Token module: This module will handle all tokens issued by clients or admins. Authorized user can add a token, Admin or Super admin can edit or delete a token.

4. User module: This module will handle all types of users. Users will have 4 types.
> i. super admin
> ii. admin
> iii. employee
> iv. clients

i. Super admin: Super admin will have all the accesses. Super admin will be able to add / delete / edit other admins, employees, clients and tokens. All the modules will be visible to super admin.

ii. Admin: Admin will be able to add tokens, employees, clients and edit/delete them.

iii. Employee: Employee will be able to add tokens and clients.

iv. Client: Client will be able to add tokens.

Database: There are 8 tables in the Database. These are:

- categories
- clients
- departments
- products
- supports
- team
- tickets
- users